

Justin Day to Head Up New Partner Services Team at DTI

DOVER, Del. – The Delaware Department of Technology and Information (DTI) is pleased to announce that Justin Day has been promoted to serve as Chief of Partner Services. In his new role, Justin will lead the new Office of Partner Services – which will be comprised of Partner Engagement, End-User Services, and Statewide IT Support Center teams. As part of DTI's ongoing transformative digital government approach, he will work to better align partner roles and IT solutions with business strategy, enhance support options, and implement a new enterprise managed & brokered service offering to maximize value for all stakeholders. Justin will also be responsible for developing and implementing strategies to enhance customer experience and service delivery across Executive agencies and the Legislative branch.

"As Delaware continues the journey to deliver a citizen-centric digital government experience, the new role of Chief of Partner Services is an integral part of our IT evolution. Justin has been a dedicated and valuable DTI team member and leader – who proves every day that he understands the value of collaboration, as well as the critical link between delivering quality IT services to the success of agencies in supporting our citizens," said DTI CIO James Collins. "I am delighted that he has accepted the challenge to take on this brand-new role as we move forward with IT Centralization. Justin's excellent record and experience with innovation, team transformation and customer service make him a great fit for this position."

Over the last 20 years, Justin has served in key leadership roles at DTI in the areas of IT Service Management, End-User Services, and Data Center Operations. Most recently, Justin served as the Director of Data Center & Operations where he

led successful efforts to centralize mission-critical infrastructure, modernize network operations, and transform how end-user services are delivered to agency partners. While leading the Data Center Team, Justin proposed and implemented strategies that consolidated the number of State Data Centers to improve efficiencies, lower costs, and reduce the environmental footprint by generating fewer greenhouse gas emissions. As a leader in Information Technology Service Management, he greatly expanded services, implemented the State's first 24/7 Support Center and led DTI's effort to deliver end-user services to agency partners statewide. His knowledge of DTI services, appreciation for the partners we serve, and proven ability to build teams that deliver positive outcomes will be valuable in continuing to advance the GEAR IT Centralization Initiative.

Justin is an alumnus of Wilmington University, Leadership Delaware Fellow, and holds multiple professional accreditations including ITIL Foundations, CompTIA A+ and CompTIA Network +. He currently serves as Executive Vice President of Delaware Valley 7x24 Exchange and regularly speaks with national audiences on the topics of data center infrastructure, operational excellence, & edge-computing. Justin also enjoys volunteering as a mentor for ITWorks. A native Delawarean, Justin currently resides in Newark with his wife, Steph.

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About the Delaware Department of Technology and Information

The Department of Technology and Information (DTI) is the state's central IT organization, chartered to deliver core services to other state organizations and exercise governance over the technology direction and investments of the state. DTI provides enterprise services that enable other organizations to effectively fulfill their missions.

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